



DEPARTMENT OF PUBLIC SOCIAL SERVICES

WELFARE FRAUD PREVENTION & INVESTIGATIONS SECTION

Number
03-18

Date:
September 15, 2003

Administrative Memorandum

SUBJECT: WFP&I INTAKE PROCEDURES

REFERENCE:

CANCELS:

FILE IN: WFP&I Handbook

This Administrative Directive releases the revised Intake Handbook for the Welfare Fraud Prevention & Investigations (WFP&I) Section. The Handbook incorporates all policies and procedures relating to the Intake and Assignment Units for processing fraud referrals received on the Los Angeles Eligibility Automated Determination Evaluation and Reporting (LEADER) system and from the Central Fraud Reporting Line (CFRL) and We Tip hotlines; and provides the Supervising Welfare Fraud Investigator (SWFI), Welfare Fraud Investigators (WFIs) and Clerical Staff assigned to the Intake and Assignment Units with a clear understanding of their responsibilities and duties.

The SWFI, WFIs and Clerical Staff assigned to the Intake and Assignment Units shall implement the policies and procedures outlined in this handbook immediately. It is the responsibility of the SWFI, WFIs, and Clerical Staff to be responsible and accountable for the material in this Handbook.

This Handbook cancels the previous Intake Handbook and replaces all WFP&I Administrative Memorandums (AM) and Program Memorandums (PM) related to the materials covered in this Handbook. Revisions and additions will be released in Manual Letter form.

Questions regarding this material should be directed to your immediate Supervisor.

A handwritten signature in black ink, appearing to read "Luther Evans", is written over the printed name and title.

Luther Evans, Director
Welfare Fraud Prevention & Investigations Section

LE:MH:JR:jr

Distribution: Administrative Staff
Intake Unit
Assignment Unit

01-100 PURPOSE

The purpose of this Handbook is to provide a clear understanding of the responsibilities and performance expectations for staff assigned to the Welfare Fraud Prevention & Investigations (WFP&I) Section's Intake and Assignment Units.

The Handbook is the property of Los Angeles County. The employee may retain the Handbook as long as he/she is assigned to the Welfare Fraud Prevention & Investigations Section. However, the Handbook shall remain the property of the Welfare Fraud Prevention & Investigations Section if the employee leaves County employment or transfers to another section.

The Handbook is to be filed in the WFP&I Handbook binder. Revisions and additions will be released in Manual Letter form. Each Handbook holder will receive a copy of all new or revised material to be filed in the WFP&I Handbook binder.

Staff assigned to the Welfare Fraud Prevention & Investigations Section are required to follow the policies and procedures outlined in this Handbook except as otherwise instructed by the Director of the Welfare Fraud Prevention & Investigations Section or by a Deputy Director.

**01-101 SUPERVISING WELFARE FRAUD INVESTIGATOR (SWFI) - INTAKE UNIT
GENERAL RESPONSIBILITIES**

The following are the general responsibilities of the Supervising Welfare Fraud Investigator (SWFI), Intake Unit:

- A. Follows all written or verbal instructions, policies and/or procedures issued or authorized by DPSS, the WFP&I Director or Deputy Director applicable to the functions of the SWFI position.
- B. Acquires and maintains a competent level of knowledge of procedures in:
 - 1. The Welfare Fraud Prevention and Investigation Section Intake Handbook;
 - 2. The Welfare Fraud Prevention and Investigations Section Field Handbook;
 - 3. The Fraud Prevention and Investigations Section Special Functions Handbook; and
 - 4. Any other written instructions impacting Intake Operations.
- C. Maintains a competent level of knowledge of any other information applicable to the SWFI function, the Welfare Fraud Investigator (WFI) position and the Unit Clerk (UC) duties including but not limited to:
 - 1. Federal and/or State laws and regulations governing all categorical aid;
 - 2. County ordinances pertaining to the General Relief Program;
 - 3. Regulations, instructions, policies or procedures issued by the Department of Public Social Services and the Department of Human Resources.
- D. Provides the WFIs and the clerical staff under his/her supervision with the following:
 - 1. Instructions, policies or procedures in B and C above applicable to the WFI and clerical positions.
 - 2. Direction and training necessary to promote competent and proper intake compliance and execution of any other Intake WFI or clerical duties.
- E. Maintains an Intake WFI Conference Schedule.
- F. Establish and maintain a Performance Folder for Intake Investigative and Clerical staff. Folders shall contain, but are not limited to the following:

**01-101 SUPERVISING WELFARE FRAUD INVESTIGATOR (SWFI) - INTAKE UNIT
GENERAL RESPONSIBILITIES (Continued)**

1. Records of:
 - a. Dates of conferences;
 - b. Signed copies of Instructions and/or Policies provided to employees;
 - c. Information concerning the Intake WFI's, UC's and/or clerk's adherence to duties and work related activities; and
 - d. Specific instructions provided to improve performance; and
 - e. Employee's response to instructions.
2. Information about outstanding or substandard work and/or performance abilities for Investigative and Clerical staff.
3. A copy of the PA 194, Policy Regarding Observance of Working Hours and Proper Use of Time, signed and dated by the WFI, UC or clerk and the SWFI.

G. Designate a Back-Up

1. Designate a duty Intake WFI to carry out specific Intake SWFI functions in his/her temporary absence, such as handling routine phone calls, fraud alert clearance requests, attending meetings if required, etc. The designated person shall not have access to Intake WFI Performance Folders, sign requests for time off, etc.

H. Prepares daily LEADER assignment schedule as follows:

1. Considers training, time-off requests, etc. when preparing the assignment schedule.

NOTE: At least one Intake WFI must remain on duty in the unit each day until 5:00 p.m., with a back up Intake WFI available.

2. Signs the CWTAPPS Employee Timesheet certifying the accuracy of the time reports on the Timesheet.
3. Submits timesheets in the gray folder provided by the timekeeper.

01-101

SUPERVISING WELFARE FRAUD INVESTIGATOR (SWFI) - INTAKE UNIT
GENERAL RESPONSIBILITIES (Continued)

- I. Maintains Break and Lunch Time Schedules
1. Establishes and maintains a schedule for Intake Investigative and clerical staff showing the break and lunch times indicated on the PA 194.

2. Posts the schedule in a prominent place in the Intake SWFI's workstation, available for review by Administrative Staff and Intake Investigative and clerical staff.
- J. Maintains current Emergency Home Address and Telephone Number Roster for staff assigned to the Intake Unit.
1. Establishes and maintains an emergency roster showing the home address and telephone number of all Investigative and Clerical staff under the SWFI's supervision.

2. Keeps a copy of the roster at home and the office.

3. Submits a current copy of the roster to the Deputy Director every six months.
- K. Monitors and coordinates the activities of WFIs and clerical staff to ensure efficient and proper unit operations.
- L. Immediately reports any unusual or peculiar activities, problems, issues and/or concerns to the Deputy Director.
- M. Meets regularly with Unit and each staff member to provide instructions, information and to discuss matters of legitimate interest, employee(s) progress and/or problems.
- N. Ensures that the UC and other clerical staff effectively complete the general duties and functions listed below:
- Organizes work station;

- Processes assigned LEADER investigations;

- Provides telephone coverage;

- Processes IEVS clearances;

- Controls "FIDs" for closing.

01-102 INTAKE SWFI MANAGES INTAKE UNIT AND MAINTAINS CONTROLS AND RECORDS

The Intake SWFI shall complete the following:

- A. Prints the list of LEADER fraud referrals initiated the previous day or receives printout from designate.
 - 1. Prints lists for previous week-end or holiday on the following Monday or the first working day following a holiday.
 - 2. Files list of LEADER referrals in control log.
- B. Establishes and maintains a control log for non-LEADER generated referrals.
 - 1. Reviews non-LEADER referrals for the following:
 - a. Referrals containing allegation of employee or internal fraud.
 - b. Referrals which meet criteria for assignment to the Special Assignment Unit (SA01).
 - c. CFRL or We Tip referrals which contain a request for a reward.
 - 2. Determines if referral should be assigned to a specialized unit
 - 3. Indicates unit on control log.
- C. Distributes lists of referrals and/or control log to Intake WFIs for assignment.
- D. Keep logs in a prominent place at the Intake SWFI's workstation for review by Administrative Staff or Quality Control Auditors.

01-103 UNIT CLERK (UC) PROCEDURES - INTAKE UNIT

- A. For LEADER referrals, the Intake Unit Clerk (UC) shall complete the following:
1. Receives the list of LEADER referrals by assignment date from SWFI.
 2. Clears referral on LEADER, WCMIS and MAPPER for previous investigation/referral.
 - a. Referral is cleared first on LEADER, then on WCMIS.
 - b. If a fraud alert is found on WCMIS, the referral is then cleared on MAPPER.
 3. Returns cleared LEADER referral list to SWFI.
- B. For CFRL/We Tip referrals, the Intake UC shall complete the following:
1. Receives CFRL/We Tip referrals from clerical unit.
 - a. Clears CFRL/We Tip referral via LEADER by name, address, Date of Birth (DOB), and Social Security Number (SSN).
 - b. Prints Inquiry Case Profile Screen.

NOTE: If not found on LEADER or WCMIS, indicates "No Record" on CFRL/We Tip printout.
 - c. Checks the "Special Indicator" screen for any open referrals found.
 - d. Prints screen indicating referral is open.
 - e. Assigns a control number for all referrals when a DPSS case is found for telephone referrals received by Intake WFIs.
 - f. Places referrals in Intake SWFI's basket with all printouts attached.
- C. For IEVS referrals received on LEADER, the Intake UC shall complete the following:
1. Receives daily LEADER listing from Intake SWFI.
 2. Clears each referral on LEADER and WCMIS. Also clears referral on MAPPER, if applicable. If an alert is found, submits the referral to the assigned Intake WFI.

01-103 UNIT CLERK (UC) PROCEDURES - INTAKE UNIT

- D. For all referrals received on a PA 140, REQUEST FOR INVESTIGATION - SUSPECTED FRAUD, the UC shall complete the following:
1. Clears the referral on WCMIS and MAPPER for a previous investigation or referral.
 2. Returns the cleared referrals to the SWFI.
- E. The UC shall complete the following for all referrals:
1. Submits referrals retrieved from the Priority "A" basket, the Priority "B" basket, or the "Subsequent" basket to the WCMIS/clerical unit for input to the WCMIS and/or MAPPER system.
 2. Re-clears Legacy case numbers on WCMIS and/or MAPPER for referrals received from WFI when the legacy case number does not match the LEADER information acquired by the WFI.

NOTE: Any referral containing an allegation of Internal or Employee Fraud shall be immediately brought to the attention of the SWFI or the Duty Intake WFI.

01-104 WELFARE FRAUD INVESTIGATOR (WFI) - INTAKE PROCEDURES

The Intake WFI shall complete the following:

- A. Reviews referral listing to assign priority type.
 - 1. **Priority "A"** referrals have a potential overpayment of over \$5,000 and **MUST** be assigned within three days of WFP&I receipt.
 - 2. **Priority "B"** referrals have a potential overpayment of less than \$5,000, and **MUST** be assigned within 30 days of WFP&I receipt.
 - 3. **Priority "B" ECS** referrals received on LEADER are to be processed as follows:
 - a. cleared on LEADER;
 - b. all required screens printed;
 - c. assigned to a WFI; and
 - d. forwarded to the Clerical unit for processing.
 - 4. Forwards the referral to the Assignment Unit to be matched with the supporting evidence or paper documentation received from the district office.
- B. Rejects LEADER fraud referrals that do not contain sufficient information as to **Why, Where and How**. A LEADER Future Action Control (FAC) is to be initiated to notify the EW and/or ES of the rejection and reason.
- C. Establishes a Fraud Referral on the LEADER Fraud sub-system for non-LEADER generated referrals.
- D. The Intake WFI shall complete the following for accepted referrals that do not have an open investigation:
 - 1. For referrals with a LEADER case number, the Intake WFI will assign the referral to a WFI or Early Fraud investigator (EFI) as follows:
 - a. CFRL/We Tip referrals with an open CalWORKs or Food Stamp case, and no reward has been requested, are assigned to out-stationed Early Fraud Investigators (EFI).
 - b. All other referrals are assigned to WFIs at Headquarters.
 - c. Both open and closed CFRL/We Tip referrals are assigned to Unit F12, Reward Unit, if a reward has been requested.

**01-104 WELFARE FRAUD INVESTIGATOR (WFI) - INTAKE PROCEDURES
(Continued)**

2. Completes a FID, if applicable, per existing procedures.
 3. Prepares a Central Fraud Folder (CFF) for each accepted "Priority A" referral per existing procedures.
 4. Each CFF shall contain all LEADER, WCMIS and MAPPER screen printouts, a copy of the referral, and any other information/evidence available.
- E. For new referrals with an existing open investigation, the Intake WFI shall complete the following:
1. Designates the new referral as a "subsequent" referral.
 2. Completes FID with the subsequent referral data.
- NOTE:** The original allegation code is never changed on LEADER or MAPPER.
3. Assign a "subsequent" referral to same WFI currently handling the open investigation, except as follows:

If the new allegation requires special handling, the open investigation must be pulled from the assigned WFI and re-assigned along with the new referral to a Unit/WFI responsible for that type of investigation. (Example: SA 01, Rewards Unit, etc.)

"Subsequent" allegations should not be assigned to the WFIs handling the Deceased Persons Match or the Jail Match files (File number W-30-93 and F-02-49.)
- F. Rejects IEVS referrals if the paper evidence/supporting documentation from the district offices has not been received within 30-calendar days. Closes/rejects referrals code **XXX** on LEADER and WCMIS/MAPPER if appropriate. Initiates FAC to notify EW/ES of rejection.
- NOTE:** Prior to rejection, ensure 31 calendar days has expired from date WFP&I received the referral.
- G. Keeps controls/records of all Administrative Dispositions and all rejections for monthly reports.

**01-104 WELFARE FRAUD INVESTIGATOR (WFI) - INTAKE PROCEDURES
(Continued)**

- H. Compares and reviews the information on referrals received from Field and /or Clerical units with the information on LEADER/WCMIS. Referrals are re-assigned to the correct location, investigator and/or unit, as applicable.
- I. Answers telephone calls from informants wishing to make a referral.
 - 1. Calls informant for additional information on referrals containing the informant's telephone number if the informant did not provide enough information or when the allegation is unclear.
 - 2. Responds to hotline messages requesting follow-up phone call from persons wishing to make a referral.
- J. Immediately forwards to Intake SWFI any referral containing an allegation of Employee/Internal Fraud.
- K. Forwards referrals containing allegations other than welfare fraud to the appropriate agency.

01-105 ASSIGNMENT UNIT PROCEDURES FOR PRIORITY B REFERRALS

The Assignment Unit staff shall complete the following:

- A. Receives referrals from the Intake Unit for the following referrals with a potential overpayment of less than \$5,000:
 - 1. IEVS referrals
 - 2. Asset Match
 - 3. BEER
 - 4. FTI
- B. Reviews priority code for accuracy.
- C. Establishes 30-calendar day control for receipt of paper evidence and/or supporting documentation.
- D. When paper evidence/supporting documentation is received from district office, completes the following:
 - 1. Files all paper evidence/supporting documents in CFF.
 - 2. Assigns referral to appropriate unit and WFI per assignment schedule.
 - 3. Adds WFI number to FID and re-assign on LEADER.
 - 4. Separates FID – Original to clerical for data input and last copy to be filed in CFF.
 - 5. Prepares CFF. All clearances, IEVS abstracts, FID, and other pertinent document are to be placed in the CFF.
 - 6. Completes four (4) copies of transmittal form and deliver as follows:
 - a. Place one copy of the transmittal form in an envelope to be delivered to the unit.
 - b. Attach one copy of transmittal form to the CFF to be delivered to the WFI.
 - c. Forward one copy of transmittal form to Intake Unit for control.

01-105 ASSIGNMENT UNIT PROCEDURES FOR PRIORITY B REFERRALS

- d. Forward one copy of transmittal form to appropriate Deputy.
- 7. Delivers newly assigned CFFs to appropriate unit/SWFI.
- E. If paper evidence/supporting documentation is not received from district office within 30-calendar days, return the referral to the Intake Unit SWFI on the 31ST day for rejection.